

C L A I M S

What is claimed is:

- 1 1. A graphical user interface for displaying on an agent desktop in a contact center,
2 comprising:
 - 3 a. a shutters managed display having a task bar, wherein the task bar includes at
4 least one managed application;
 - 5 b. at least one shutter icon corresponding to each one of the at least one managed
6 applications; and
 - 7 c. a workflow having at least one step corresponding to each one of the at least one
8 shutter icons, wherein one of the at least one shutter icons is selected according to
9 the corresponding step of the workflow, and the managed application
10 corresponding to the selected shutter icon is displayed in a managed application
11 display area,- 12 wherein a predetermined set of rules determines the size, placement and visibility of the
13 at least one managed application in the managed application display area.
- 1 2. The graphical user interface as claimed in claim 1 further wherein the managed
2 application corresponding to the selected shutter icon is displayed outside of the managed
3 application display area.
- 1 3. The graphical user interface as claimed in claim 1 further comprising a quick start bar,
2 wherein the quick start bar includes at least one non-managed application.
- 1 4. The graphical user interface as claimed in claim 1 further comprising a contact center
2 control panel illustrating current contact information.
- 1 5. The graphical user interface as claimed in claim 1 wherein the graphical user interface is
2 displayed on the agent desktop having a display and an input device.
- 1 6. The graphical user interface as claimed in claim 5 wherein the input device is used to
2 selectively input data in to any one of the at least one managed applications.

1 7. The graphical user interface as claimed in claim 1 wherein when the agent selects any of
2 the at least one shutter icons, the corresponding managed application is displayed in the
3 managed application display area.

1 8. A method of managing a visual space of a customer relations management application,
2 comprising:

- 3 a. displaying a shutters managed display having a task bar, wherein the task bar
4 includes at least one managed application;
5 b. displaying at least one shutter icon corresponding to each one of the at least one
6 managed applications; and
7 c. displaying a workflow having at least one step corresponding to each one of the at
8 least one shutter icons, wherein one of the at least one shutter icons is selected
9 according to the corresponding step of the workflow, and the managed application
10 corresponding to the selected shutter icon is displayed in a managed application
11 display area,

12 wherein a predetermined set of rules determines the size, placement and visibility of the
13 at least one managed application in the managed application display area.

1 9. The method as claimed in claim 8 further wherein the managed application corresponding
2 to the selected shutter icon is displayed outside of the managed application display area.

1 10. The method as claimed in claim 8 further comprising displaying a quick start bar,
2 wherein the quick start bar includes at least one non-managed application.

1 11. The method as claimed in claim 8 further comprising displaying a contact center control
2 panel illustrating current contact information.

1 12. The method as claimed in claim 8 further comprising selectively inputting data in to any
2 one of the at least one managed applications.

1 13. The method as claimed in claim 8 further comprising selecting any of the at least one
2 shutter icons thereby displaying the corresponding managed application in the managed
3 application display area.

1 14. In a system having a central processor, a display, a memory and an input device, a
2 graphical user interface for displaying an agent desktop in a contact center, comprising:
3 a. a shutters managed display having a task bar, wherein the task bar includes at
4 least one managed application;
5 b. at least one shutter icon corresponding to each one of the at least one managed
6 applications; and
7 c. a workflow having at least one step corresponding to each one of the at least one
8 shutter icons, wherein one of the at least one shutter icons is selected according to
9 the corresponding step of the workflow, and the managed application
10 corresponding to the selected shutter icon is displayed in a managed application
11 display area,
12 wherein a predetermined set of rules determines the size, placement and visibility of the
13 at least one managed application in the managed application display area.

1 15. The system as claimed in claim 14 further wherein the managed application
2 corresponding to the selected shutter icon is displayed outside of the managed application
3 display area.

1 16. The system as claimed in claim 14 further comprising a quick start bar, wherein the quick
2 start bar includes at least one non-managed application.

1 17. The system as claimed in claim 14 further comprising a contact center control panel
2 illustrating current contact information.

1 18. The system as claimed in claim 14 wherein the graphical user interface is displayed on
2 the agent desktop having a display and an input device.

1 19. The system as claimed in claim 18 wherein the input device is used to selectively input
2 data in to any one of the at least one managed applications.

- 1 20. The system as claimed in claim 14 wherein when the agent selects any of the at least one
2 shutter icons, the corresponding managed application is displayed in the managed
3 application display area.
- 1 21. A graphical user interface for displaying on an agent desktop in a contact center,
2 comprising:
3 a. a quick start bar, wherein the quick start bar includes at least one non-managed
4 application;
5 b. a contact center control panel illustrating current contact information;
6 c. a shutters managed display having a task bar, wherein the task bar includes at
7 least one managed application;
8 d. at least one shutter icon corresponding to each one of the at least one managed
9 applications;
10 e. a managed application display area, wherein a predetermined set of rules
11 determines the size, placement and visibility of the at least one managed
12 application in the managed application display area; and
13 f. a workflow having at least one step corresponding to each one of the at least one
14 shutter icons,
15 wherein one of the at least one shutter icons is selected according to the corresponding
16 step of the workflow, and the managed application corresponding to the selected shutter icon is
17 displayed in the managed application display area, further wherein the managed application
18 corresponding to the selected shutter icon is selectively displayed outside of the managed display
19 area.
- 1 22. The graphical user interface as claimed in claim 21 wherein the graphical user interface is
2 displayed on the agent desktop having a display and an input device.
- 1 23. The graphical user interface as claimed in claim 22 wherein the input device is used to
2 selectively input data in to any one of the at least one managed applications.

- 1 24. The graphical user interface as claimed in claim 23 wherein when the agent selects any of
2 the at least one shutter icons, the corresponding managed application is displayed in the
3 managed application display area.